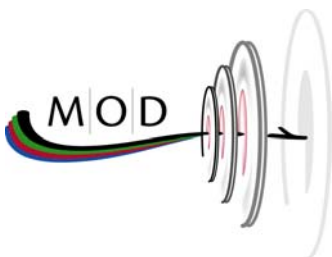


FMAC Monthly Performance Report

January 2005



FMAC Monthly Performance Report

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1. Introduction

This performance report summarizes the FEMA Map Assistance Center's (FMAC's) contacts and activities for January 2005. Data in this report represents operations for all tiers of service for the calendar month beginning at 12:00 a.m. January 1, 2005, and ending 11:59 p.m. on January 31, 2005.

1.1. Monthly Call Volumes and Trends

The FMAC received 10,597 calls during January in the interactive voice response (IVR) system. This represents an 11% increase over December's volume of calls and 817 more calls than during January 2004. Since October, the FMAC has received 41,599 calls, or an average of 10,400 calls a month.

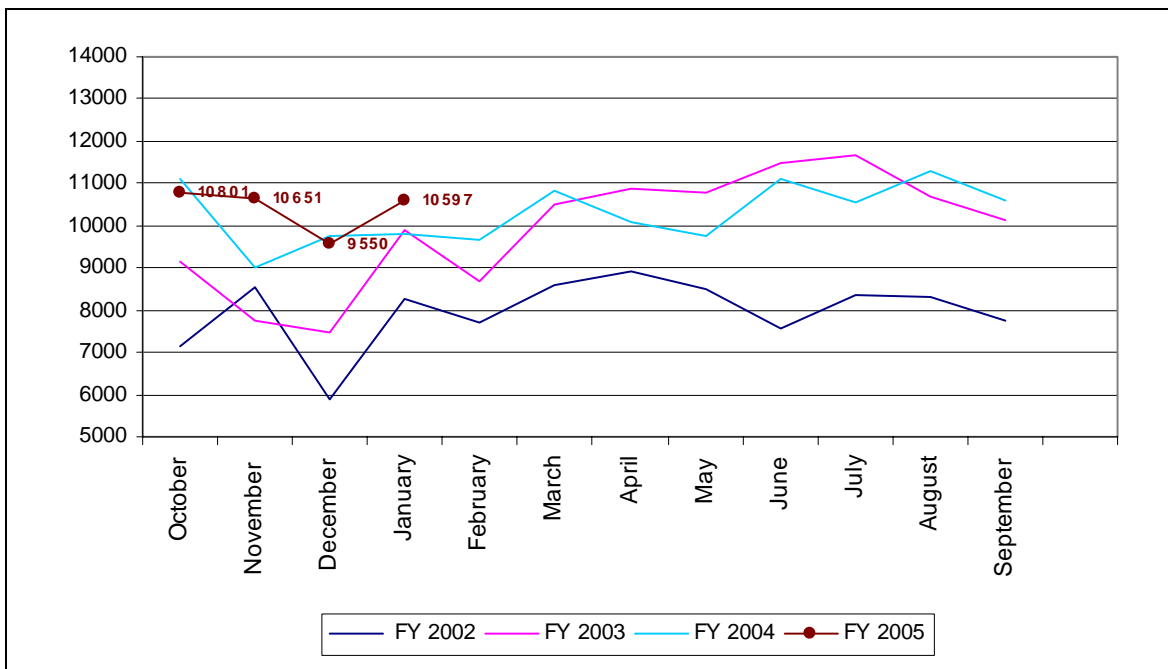


Figure 1. Monthly Call Volumes

1.2. Tier 0 - Interactive Voice Response

Tier 0 performance for January was consistent with December's performance. The call abandonment rate for this month remained at 8%, while the call satisfaction rate dropped slightly, less than 1%, to 11%. Table 1 provides statistics for the month.

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Table 1. Tier 0 Service Performance

Metric	Number of Occurrences	Rate for Reporting Period	Target
Total Inbound Calls	10,597	N/A	N/A
Calls Abandoned	863	8%	< 4%
Calls Satisfied	1,146	11%	>= 20%
Transferred to an Agent	8,445	80%	N/A

1.3. Tier 1 and Tier 2 Service Level Comparison

The service level goal for Tier 1 and Tier 2 is to handle 85% of incoming calls within 30 seconds. Tier 1 handled 8,382 calls in January, approximately 89% of them in 30 seconds or less. Since October, Tier 1 has achieved its service level goal in three out of four months, despite receiving a hefty total of 32,435 calls, or an average of 8,109 calls, each month.

Tier 2 handled 1,906 calls in January and kept pace with December's service level performance by handling 93% of the calls within 30 seconds. Since October, Tier 2 has achieved its service level goal in three of four months. Tier 2 has received a total of 8,229 calls, or an average of 2,057 calls each month.

Figure 2 illustrates the service level trend for Tier 1 and Tier 2 over the last four months.

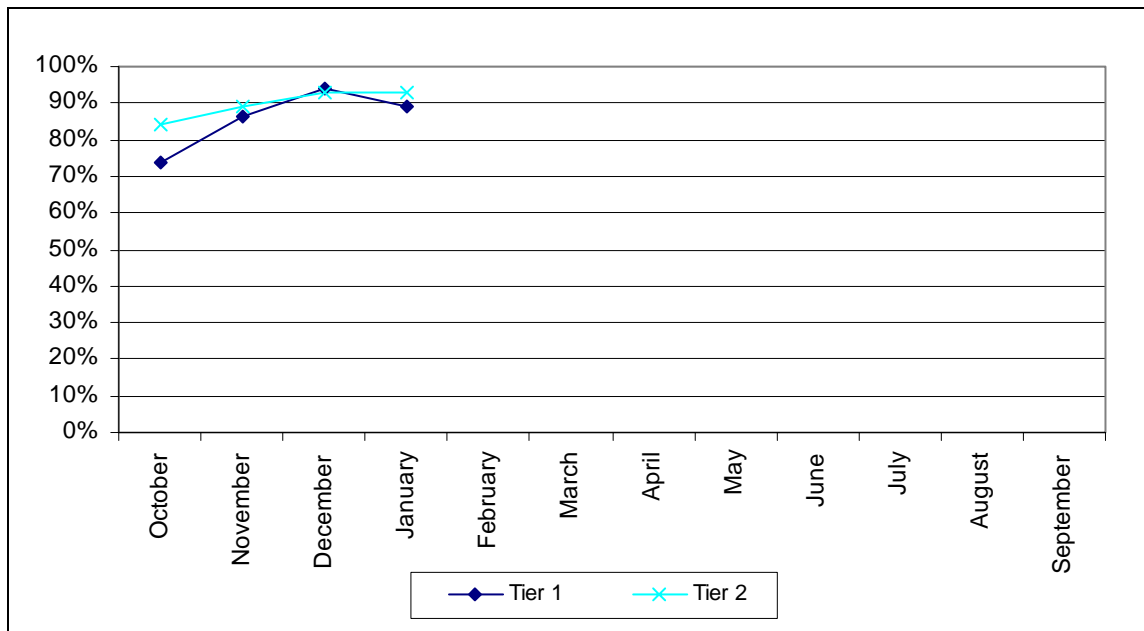


Figure 2. Service Level Comparison

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1.4. Tier 1 Calls Compared to Tier 2 Calls

Tier 1 should handle 80% of incoming calls and should escalate 20% to Tier 2. In January, Tier 1 handled 80% of the inquiries and escalated 20% to Tier 2.

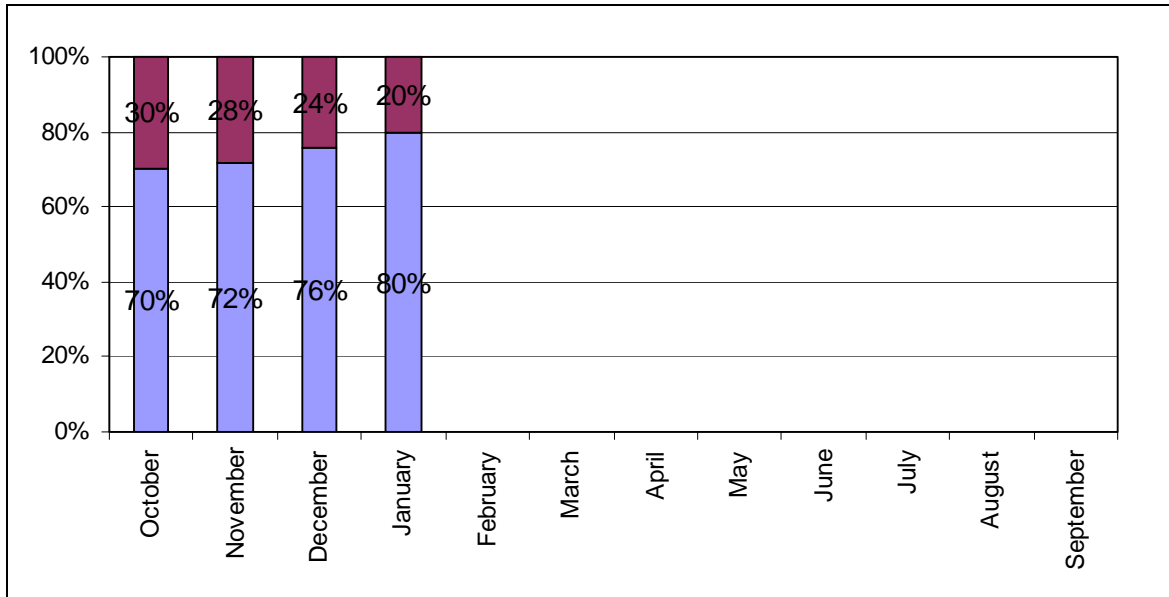


Figure 3. Tier 1 to Tier 2 Call Escalation

1.5. E-mail Volumes and Trends

The FMAC received 495 e-mails for the January reporting period. This reflects a 6% increase over December. Since October, the FMAC has received a total of 1,892 e-mails each month, or an average of 473 e-mails monthly. Figure 4 illustrates the trends in e-mail volume.

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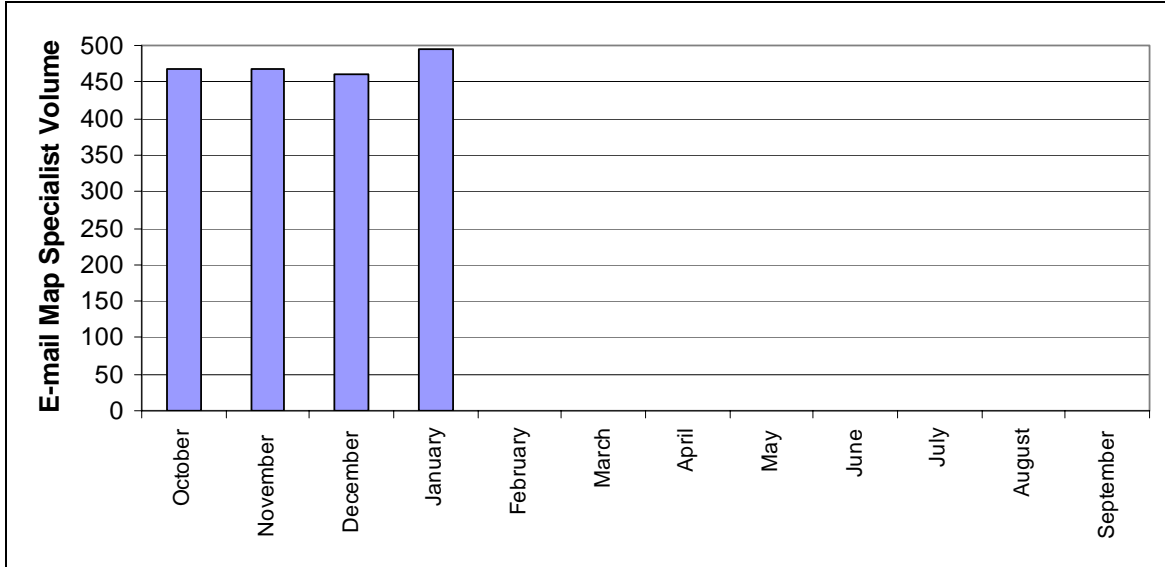


Figure 4. Monthly E-mail Volume

2. Contact Inquiries by Region

Regional calls for this reporting period totaled about 9,897, which represents a 4% increase over December. During this reporting period, 700 calls, or 7%, were not linked to any specific Region.

Consistent with the December reporting period, Region IV originated more calls in January than any other Region, about 27.1% of the total. In all Regions except Region II, call volume increased slightly. Region II calls in January decreased 0.48%, to 5.4% of the total. Figure 5 shows each Region's percentage of total calls.

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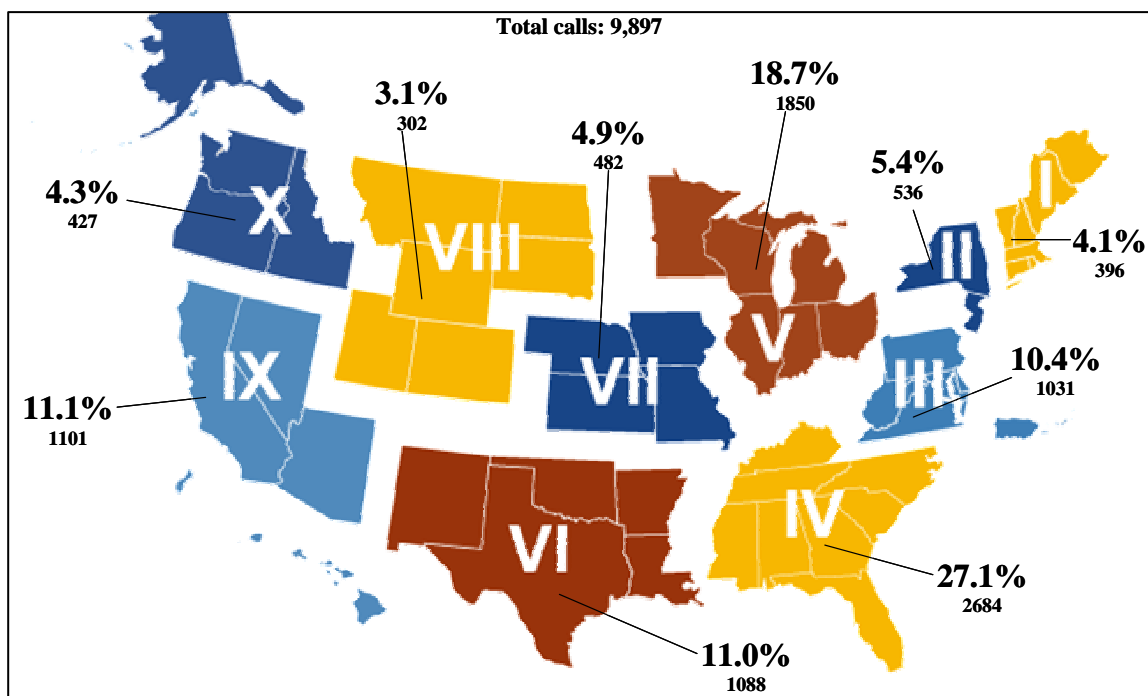


Figure 5. Calls by Region

3. FMAC Callers

Property owners remained the predominant group of callers for this reporting period, with all other caller types remaining relatively consistent. The number of calls in January classified as “other” or “not captured” dropped 1%, to 13%. The large number of calls recorded as “other” indicates that additional training needs to occur for Tier 1 agents, while the calls classified as “not captured” are generally believed to be FMAC customer e-mails or voice mails that are not discernible. The customer type “Appraiser” was added to the list of possible FMAC callers in December. This new customer type accounted for 0.4% of all calls in December and totaled 86, or 0.9%, of all calls in January. Figure 6 illustrates the breakout of calls by caller type.

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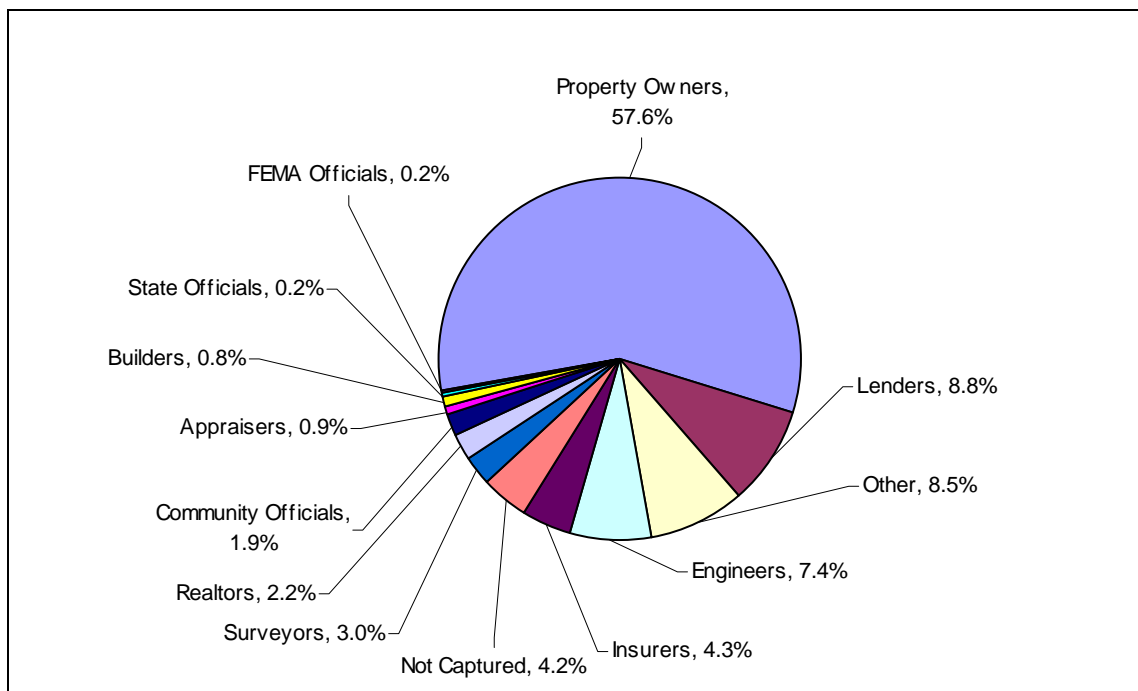


Figure 6. FMAC Caller Types

4. Request Type

Request types vary significantly among the three channels of communication. The predominant request type for phone inquiries in January was “Requests for Documents.” The number of e-mail inquiries was relatively consistent with December. The number of e-mail inquiries classified as “other” increased from 48% to 66% of all inquiries, while the number of LOMC request inquiries dropped by almost half, to 6%. Voice mail inquiries classified as “other” dropped 9%, and the percentage of inquiries classified as “Requests for Documents” jumped nearly 7%, to 11.63%. Figure 7 illustrates the breakouts by request types.

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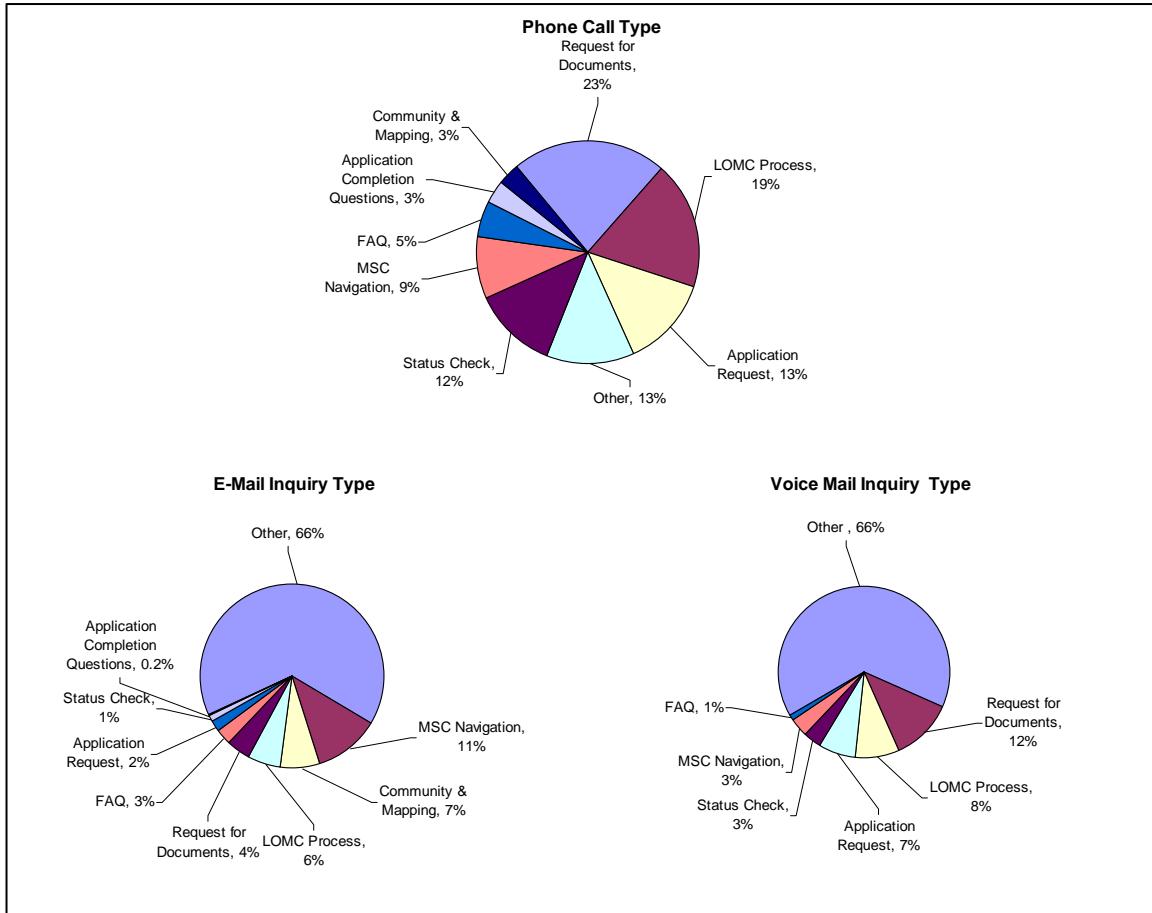


Figure 7. FMAC Customer Request Types